

Date: 01/16/04

PURCHASING DEPARTMENT**100 EAST 11TH STREET****CITY HALL ANNEX
RM 200
CHATTANOOGA, TENNESSEE
37402****REQUEST FOR PROPOSAL**

Proposal will be received at this office
100 East 11th Street, CITY HALL ANNEX, Rm. 200
until

02/19/04

Requisition No.: R0071265
Ordering Dept.: Treasurer's Office
Buyer: Debbie Talley
Phone No.: (423) 757-5184

Items Being Purchased: Business License & Business Permit System

Request for Proposal for The City of Chattanooga, Tennessee

*****REQUEST FOR PROPOSALS MUST BE RECEIVED*******4:00 PM Local Time on February 19, 2004**

The City of Chattanooga reserves the right to reject any
and/or all proposals, waive any informalities in the proposals
received, and to accept any proposal which in its opinion may
be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the
purchase of all goods and services on the basis of race, color
or national origin.

PLEASE PROVIDE US WITH THE FOLLOWING

Phone/Toll Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Employer's ID No.: _____



Request for Proposal

R0071265

For

Business License

and Business Permit System

For the

City of Chattanooga, Tennessee

Proposal Due Date

February 19, 2004

4:00 P.M., EST

City of Chattanooga

Business License and Business Permit System RFP

SECTION I - GENERAL INFORMATION	4
Purpose of RFP	4
Background Information	4
Scope of the Proposed Project	4
SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION	5
Inquiries	5
Exceptions to RFP Specifications	5
Implied Requirements	5
Vendor-Supplied Materials	5
Issuing Office	5
Rejection of Proposals	6
Incurring Costs	6
Vendor's Proposals	6
Economy of Preparation	6
Conditions of Agreement	6
SECTION III – RFP LIFE CYCLE	7
Introduction	7
Response Date	7
Initial Screening	7
Oral Presentation	7
Product Demonstration	7
Final Evaluation	8
Proposal Acceptance	8
SECTION IV – REQUIREMENTS FOR THE PROPOSED SYSTEM	9
Introduction	9
General Requirements	9
Vendor Information	9
Training	9
Test System	9
Cost Detail and Summary	10
Project Implementation	10
Vendor documents	10
Functional Requirements	11
Technical Requirements	18
Questions	20
Appendix A	22
Proposal Cost Summary Form	22
Appendix B	23
Initial Requirements Evaluation Worksheet	23
Appendix C	24
Requirements Demonstration Worksheet	24
Appendix D	25
Final Evaluation Worksheet	25
Appendix E	26
Inquiry List and Descriptions	26
Appendix F	27
Report List and Descriptions	27

SECTION I - GENERAL INFORMATION

Purpose of RFP

This request solicits proposals to furnish the City of Chattanooga, hereinafter referred to as “the City”, with a Business License and Business Permit System. Specifications describing the requirements of this software package can be found in Section IV of this document. Technical descriptions of the operating system, computer platform, database, and network protocol requirements of this application are included in Section IV of this document. It is the City's intent to select the most suitable solution based on responses to this RFP.

Background Information

The Chattanooga /Hamilton County area has a population of approximately 155,000 citizens. The Treasurer's Office has approximately 10 full time employees. Four full time employees work with the Business License application. The rest work with other areas including the Property Tax application.

The Treasurer's Office records Gross Receipts information and collects Gross Receipts tax from each business operating within the city limits. The Gross Receipts form is a complex tax form with many calculations to derive the final amount of tax due. The Gross Receipt requirements are set by the State of Tennessee.

In addition, the Treasurer's Office issues Business Permits and collects permit fees for various types of business activities. Examples of the types of permits are Hotel/Motel, Beer, Wrecker, and Going Out of Business. The permits are regulated by City ordinances.

Scope of the Proposed Project

This RFP addresses all of the operational requirements for a Business License and Business Permit System. This RFP does not include the hardware or operating system software as that will be purchased separately under existing city contracts.

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Inquiries

Questions concerning this RFP should be submitted by February 2, 2004 and may be sent by fax or e-mail to the attention of:

Debbie Talley
Buyer
City of Chattanooga
Room 200, City Hall Annex
100 East 11th Street
Chattanooga, TN 37402

FAX: (423) 757-7201
Email: talley_deb@mail.chattanooga.gov

The questions and answers will then be forwarded to all interested parties.

Exceptions to RFP Specifications

This RFP is intended to describe the City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that differ from the described specifications. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of the City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of the City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee, and is issued for the City by the Purchasing Division of the Finance Department.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the Business License and Business Permit software and will not pay for information solicited or obtained.

Vendor's Proposals

Vendors must submit a response to this RFP in writing and electronically. The electronic format must be in MS Word or PDF and issued on a CD. The vendor proposal must follow the format provided in Section IV of this document. The City reserves the right to reject any proposals that do not follow the format outlined in this RFP. Each proposal must be submitted with an original and three (3) copies to the issuing office.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the capabilities of the software proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to confuse issues and may be rejected.

Conditions of Agreement

The City desires to contract with a single vendor for all software, software maintenance, installation, conversion, and support. However, the city reserves the right to evaluate each software application on its own standard of performance, regardless of whether other or remaining application modules of the vendor are considered by the City. The City reserves the right to award the system to any one vendor or a combination of vendors.

Proposals submitted must be binding for not less than one hundred twenty (120) days after the date received. The City will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the City. The City reserves the right to reject any and all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any and all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal and to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

The final award of the proposal and contract will be made by the Chattanooga City Council.

The successful vendor will be expected to enter into contract negotiations with the City that will result in a formal purchase agreement between the parties.

SECTION III – RFP LIFE CYCLE

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the date and time specified on the cover letter of this RFP. Immediately thereafter, all proposals will be publicly opened and the proposal cost summary read aloud in the presence of any vendors at 200 City Hall Annex. Vendors are invited but not required to attend the proposal opening.

Proposals not received by the City by proposal closing time will be returned, after receipt, unopened to the vendor.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to all the RFP requirements. Proposals not meeting minimum requirements will be rejected and dropped from further consideration.

Appendix B is an example of how the City has evaluated Initial Requirements in the past. A similar approach will be used to evaluate responses to this RFP.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to the City. Invitations will be given solely at the initiative of the City for any purpose the City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory, but may be requested by the City as an option. These conferences may be conducted by telephone or teleconference.

Product Demonstration

Vendors may be requested by the City to demonstrate the software they are proposing. Demonstrations will be conducted in the most economical manner possible.

Appendix C is an example of how the City has evaluated Requirements Demonstration in the past. A similar approach will be used to evaluate demonstrations resulting from this RFP.

Final Evaluation

After all requested oral presentations and product demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors are reviewed and a recommendation made by an evaluation committee for the proposal they consider to best satisfy the requirements.

The final evaluation will be completed as soon as practical depending upon the availability and time constraints placed upon the members of the evaluation team.

Appendix D is an example of how the City has made Final Evaluations in the past. This is just a part of the total evaluation process. A similar approach will be used to make Final Evaluations of responses to this RFP.

Proposal Acceptance

After the final evaluation, the chosen vendor will be notified and contract discussion and negotiation between the City and the selected vendor will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by the City.

The final award of the proposal or contract will be made by the Chattanooga City Council.

SECTION IV – REQUIREMENTS FOR THE PROPOSED SYSTEM

Introduction

The purpose of this section is to describe the required and desired features of a Business License and Business Permit system for the City. The vendor may propose additional features and options to be considered. The order in which the following items appear in no way represents their priority or importance to this RFP. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

General Requirements

The City currently uses custom, in-house written software to manage the billing and collection of City Business Licenses taxes, Permits and related fees. The software has changed over time as requirements have changed. The City is seeking a replacement for the current software to take advantage of new technology and increased functionality.

Vendor Information

Prospective vendors should provide a brief description of their organization to include:

- Size of the organization
- Number of clients currently using the proposed software
- Number of years in business providing similar applications
- Number of support personnel in the organization
- Frequency of software updates
- A client contact list containing at least six (6) current users of the proposed package. Clients of the same size as the City and with similar configurations would be preferable.

Training

Proposals must include all on-site training of end user and support personnel required for the implementation and use of the application and any proposed new systems software.

Test System

Proposals should also include the consideration of a separate but identical test system to be used for training and program testing only.

Cost Detail and Summary

The vendor must itemize all charges for software installation, on-site training, conversion, software customization, maintenance, licenses, application programs, and any other cost associated with the acquisition of the system. These detail costs can be submitted on the vendor's form but must be summarized on the Cost Summary Form in Appendix A of this RFP.

Project Implementation

The vendor must provide a project implementation plan describing customer responsibilities and vendor responsibilities. The project plan must describe all tasks associated with the implementation of the system, including a sample timetable.

Vendor documents

The vendor must provide a sample purchase contract, maintenance agreement, warranty terms and license fee with proposal.

ASP Solution

The Functional and Technical requirements are written assuming the City will run the software locally on the City's network and will house and maintain the database locally. As an alternative, the vendor may submit a proposal for an Application Service Provider solution. Those responses will be evaluated on the same basis as other non-ASP proposals.

Functional Requirements

The requirements listed below represent the data and processes currently used by the Treasurer's Office. They are intended to overview the required functions of the software system, and should not be considered complete in the amount of detail required for program specifications. They may be used to guide a more detailed design process if necessary.

The Treasurer's Office currently uses custom written software to manage their records and business processes. This software has evolved over time as requirements have changed. As a result of that customization and the fact that the operating platform supports a high degree of automated, hands off, seamless processing there is a high level of satisfaction with the ease of use of the current systems.

While it is understood that there is more than one way to accomplish a given task, and there exists a willingness to compromise and conform to new technical disciplines, it is important not to take a step backwards. The City wants to take advantage of new technology, increased functionality, and enhanced presentation while sacrificing as little of the good qualities of the current system as possible.

The City expects that some customization may be required to provide all of the current functionality required by the City. The City further expects there may be some customization required because the City will require new functionality that doesn't exist in the packaged software. Any such customization must be identified and included in the cost of proposal.

Functional Requirements Questions

Please respond to the following questions as they apply to the proposed software. Circle the appropriate letter to indicate whether the proposed software:

Currently supports the function (Y)

Does not support the function (N)

Does not currently support the function, but can be modified to support it (M)

Please include required modification description and cost for all items marked M.

All the proposed software configurations should reference the current production version of the package as of the vendor response date.

1. Business Licenses

The City issues Business Licenses for four classes of business. Each business is responsible to report its gross receipts and pay the appropriate business tax at the end of the tax year for their class. The gross receipts and business tax is due on a different quarter for each business class.

Does the proposed application software support or provide a method to:

1.1 Process Business License Application to add a new business to the database	Y	N	M
1.2 Accept base fee payment for a new Business Application	Y	N	M
1.3 Maintain Basic Information for each Business (Name, Location, Address, etc)	Y	N	M
1.4 Maintain Opening, Closing, and License Expiration Dates for each Business	Y	N	M
1.5 Update all Business License information including Business Class	Y	N	M
1.6 Automatically maintain the Business Status of Active, Inactive (or Closed) and In Suspense	Y	N	M
1.7 Identify businesses in bankruptcy protection	Y	N	M
1.8 Do not send past due notices, etc to businesses in bankruptcy	Y	N	M
1.9 Identify the council district for each business based on the business location	Y	N	M
1.10 Maintain a history of council district for each business when the business changes location	Y	N	M
1.11 Identify a business zone for each business based on the business location (For example, we currently identify businesses located in the "Tourist Development Zone")	Y	N	M
1.12 Maintain a history of business zone for each business when the business changes location	Y	N	M
1.13 Identify additions and deletions to the business zone during a selected period	Y	N	M
1.14 Maintain a Personalty Tax ID linked to the Property Tax database for businesses that pay Personalty taxes	Y	N	M
1.15 Require a Cash Bond Amount and/or Surety Bond Insurance Company for Out of State Contractors	Y	N	M
1.16 Identify an "Owner" Business for multiple locations of the same business (for example, a convenience store chain with 10 locations)	Y	N	M
1.17 Print individual Business License only after full payment has been processed	Y	N	M
1.18 Maintain confidentiality of sensitive information such as SSN	Y	N	M

2. Gross Receipts / Business Tax

Once each year businesses are required to report their gross receipts and make their gross receipt tax payments. The tax year for each of the 4 classes ends on a different quarter. The gross receipt form is a complicated tax form with several different rates for each class. The software must make the proper calculations of amounts on the form.

A sample Gross Receipts tax form and instructions can be found at <http://www.chattanooga.gov/BusinessLicense/Documents.htm>.

Does the proposed application software support or provide a method to:

2.1 Print Gross Receipt forms for all businesses coming due in the next quarter	Y	N	M
2.2 Maintain tax rates for each tax year, business class, and other parameters such as wholesale, retail, and service station	Y	N	M
2.3 Enter all amounts from the gross receipts form	Y	N	M
2.4 Calculate all formula amounts, including the business tax due, as gross receipts are being entered	Y	N	M
2.5 Allow override capability of the gross receipt calculated amounts	Y	N	M

2.6	Amend or update a gross receipts tax return after it has been entered	Y	N	M
2.7	Business gross receipts can be split between wholesale and retail	Y	N	M
2.8	Enter a "Final" gross receipts when a business is closed, resulting in an update to the Closing Date of Business in the license master and marking the license as "Inactive"	Y	N	M
2.9	Special gross receipts processing to consolidate all gross receipt taxes for multiple locations of the same business into the single "Owner" license	Y	N	M
2.10	Special gross receipts processing for entertainment businesses (concerts, theater productions, etc) which file gross receipts and pay taxes after each engagement or show	Y	N	M
2.11	Maintain history of gross receipts entered for each business	Y	N	M
2.12	Maintain confidentiality of all gross receipts information	Y	N	M
2.13	Create/Print Past Due Notices for businesses with delinquent gross receipts	Y	N	M
2.14	Create/Print Certified 10-Day Notice for payment of delinquent gross receipts (3 copies required)	Y	N	M
2.15	Create/Print Court Citation for non-payment of delinquent gross receipts (3 copies required)	Y	N	M
2.16	Maintain history of when notices were sent to a business and prompt user when follow up is needed	Y	N	M

3. Business Permits

The software must be able to handle many different types of Business Permits. Each type of permit has its own set of processing rules and business fees. In addition, there are exceptions to most of the rules. Examples of the types of Business Permits issued by the City are Beer, Liquor By The Drink, Going Out of Business, Hotel, Wrecker, and Transient Vendor.

Does the proposed application software support or provide a method to:

3.1	Maintain different types of Business Permits with different fees and billing/collection rules for each type	Y	N	M
3.2	Process permit application to add a new permit to the database	Y	N	M
3.3	Relate/link the Business Permit to an existing Business License	Y	N	M
3.4	Relate/link multiple Business Permits to one Business License (That is, one business can have many permits)	Y	N	M
3.5	Default the expiration date for a new permit based on the permit type	Y	N	M
3.6	Allow override of the defaulted expiration date for a new permit	Y	N	M
3.7	Accept initial fee payment for a new permit	Y	N	M
3.8	Maintain basic information for each Business Permit (Name, Location, Address, etc)	Y	N	M
3.9	When a new permit is added, default the address from the related Business License if there is one	Y	N	M
3.10	Allow override of the defaulted address for a new permit	Y	N	M
3.11	In addition to the required council district and business zone, identify a wrecker district for wrecker permits	Y	N	M
3.12	When a Business License is closed, automatically inactivate any permit issued to that business	Y	N	M
3.13	Create mailable Due Notices / Bills for Business Permits about to expire	Y	N	M
3.14	Create mailable Past Due Notices / Bills for Business Permits already expired	Y	N	M
3.15	Allow different text on the notices / bills for different permit types	Y	N	M

4. Payment Processing

When the gross receipts are entered for a business and the business tax calculated, the tax amount is due to be paid. When a new business permit is entered and when the annual renewal is received, the permit fee amount is due to be paid.

The City's current Business License application has an integrated cash register system which posts the payment directly to the business license or permit.

Does the proposed application software support or provide a method to:

4.1	Process gross receipt tax payment from business	Y	N	M
4.2	Process permit fee payment from business	Y	N	M
4.3	Split total payment to its proper components such as Business Tax, Minimum Tax, Collection Recording Fee, Interest, Penalties, Processing Fee, etc.	Y	N	M
4.4	Pay by cash, check or credit card	Y	N	M
4.5	Print 2-part Business License and Payment receipt after gross receipts payment <u>in full</u> is processed	Y	N	M
4.6	Print 2-part Business Permit and Payment receipt after permit fee payment <u>in full</u> is processed	Y	N	M
4.7	Increment Business License or Permit expiration date by 1 year when payment in full is processed	Y	N	M
4.8	Process electronic (batch) payments from outside sources	Y	N	M
4.9	Provide payment receipt, validation and check endorsement	Y	N	M
4.10	Special processing for "consolidated" gross receipt payments - All locations record a payment for Minimum Tax and Collection Recording Fee while the "Owner" license records the Tax Payment amount	Y	N	M
4.11	Reprint capability for Business License, Business Permit, payment receipt, validation and check endorsement	Y	N	M
4.12	Adjust a payment after it has been posted	Y	N	M
4.13	Flag payment amounts that differ from calculated amounts due and show excess or deficiency of payment			
4.14	Issue a refund for overpayments or payments made in error	Y	N	M
4.15	Provide electronic cash drawer operation	Y	N	M
4.16	A fully functioning cash collection system, including cashier and daily balancing processes which segregate totals to each payment component	Y	N	M
4.17	Prepare a "collection report" of payments made each day, including payment totals at account level for entry into our financial accounting system	Y	N	M

5. Special Considerations

As noted earlier, there are many exceptions and special considerations in the City's processing of Business Licenses and Permits. The following items identify many of the out of the ordinary situations encountered in our business rules. The City's customized software has been written to handle these situations. We realize that packaged software may not provide all these customizations. However, we also realize that packaged software can often be configured to handle many unusual situations.

Does the proposed application software support the following:

5.1	Allow partial payments, but do not issue or print a new license or permit until the amount due is paid in full	Y	N	M
5.2	Any past due, previous year Gross Receipts must be filed and the taxes paid before the current year can be processed	Y	N	M
5.3	Any past due, previous year Business Permit fees must be paid before the current year can be processed	Y	N	M

5.4	The Contractor Bond Amount referenced in the Business License section is actually a credit toward future taxes due. When the tax payment is received, the Contractor Bond Amount is used as a credit toward the total amount due.	Y	N	M
5.5	The "Beer" permit type is subdivided into 4 categories - Consumer, Carry Out, Both Consumer and Carry Out, and Temporary	Y	N	M
5.6	Print the Beer category on the face of the printed Permit	Y	N	M
5.7	The Temporary Beer permit is a courtesy permit only - No fees are collected	Y	N	M
5.8	The permit fee for Beer is prorated when added in the middle of the year - Other permit types pay the full annual fee when added	Y	N	M
5.9	Going Out of Business permits are one time only for 90 days and not renewable	Y	N	M
5.10	The expiration date for Transient Vendor and Going Out of Business permits is not incremented when the fee is paid	Y	N	M
5.11	Each Liquor By the Drink permit expires on a different date set by the board	Y	N	M
5.12	Each permit type has a flat annual fee except for Liquor By the Drink which is based on the size of the business	Y	N	M
5.13	Liquor By the Drink permits are assessed a delinquent penalty when not paid	Y	N	M
5.14	Most permit types collect a flat Collection/Recording Fee, but Beer and Going Out of Business permits do not	Y	N	M
5.15	Process "Adult Entertainment" fee payment - The Business License office accepts payment of this \$100 fee and issues a receipt, but the license/ID is issued by the Police department and does not appear in Business License.	Y	N	M

6. Additional Requirements

The following requirements are not specific to any one of the categories above.

6.1	The City mails several Business License related documents to businesses throughout the year. These include Gross Receipt tax returns, permit due notices, past due notices, court citations, etc. Does the proposed software have provisions for periodic mass mailings? If yes, briefly explain.	Y	N	M
6.2	Is an end user report writer provided with the proposed software? If yes, what is the name of the report writer?	Y	N	M
6.3	Is the Business License and Permit information available, by location, for use with GIS mapping software?	Y	N	M
6.4	Does the software maintain a history of all transaction activity so that a supervisor could determine what was changed, who entered the change, and when it was done?	Y	N	M
6.5	The Business License and Gross Receipts tax is governed by State laws while Business Permits are regulated by City ordinances. The rules are subject to change at the discretion of City and State legislators. Is the software adaptable to changes in State laws and local ordinances without modifying the core software?	Y	N	M

7. Internet Capabilities

The City has an interest in providing its citizens and taxpayers the ability to do business with the City over the internet. Many of our business areas, including Property Tax, have been able to move forward with internet access. Business License has provided the ability to download blank forms only. The ability to interact with the Business License office has not been attempted.

The City expects that the proposed software will provide a certain amount of internet capabilities. The following items identify the kind of internet access the City intends to provide.

Does the proposed application software support or provide a method to:

7.1	Provide access to all Business License and Permit applications, gross receipts, and renewal forms to businesses over the internet	Y	N	M
7.2	Secure internet access to Business License and Permit data so that only the Business owner or authorized agent has access to the data	Y	N	M
7.3	Provide ability for businesses to submit Business License and Permit applications, gross receipts, and renewal forms over the internet	Y	N	M
7.4	Provide ability for businesses to enter amounts, calculate taxes and print the completed documents in item 6.3 without actually submitting them to the City's database	Y	N	M
7.5	Accurately calculate the amounts on the gross receipts tax form and provide the business tax due for businesses paying over the internet	Y	N	M
7.6	Accept payment of gross receipts business tax due over the internet	Y	N	M
7.7	Accept payment of business permit fees over the internet	Y	N	M
7.8	Allow an individual business to inquire on information <u>for their business only</u> - Business License and Permit information is sensitive and cannot be disclosed to anyone other than the Business owner or authorized agent	Y	N	M
7.9	Allow the general public to inquire on a Business Name or Address to determine if the business has a business license or business permit. No sensitive information can be displayed from this inquiry	Y	N	M

8. Miscellaneous Functions

The following miscellaneous items will be considered in evaluating the vendor proposal.

8.1	Is the proposed software compatible with OnBase Application Enabler? The City uses OnBase for its document imaging solution. OnBase has functionality to obtain data from our Business License software and use the data as keywords to relate to scanned documents. The chosen vendor will be requested to demonstrate compatibility with OnBase Application Enabler. More information concerning Application Enabler can be found at www.onbase.com .	Y	N	M
8.2	Data Conversion Plan The existing Business License, Permit and Tax data in our current software will need to be converted to the chosen software. Briefly describe the data conversion functions provided with the proposed software.	Y	N	M
8.3	Audit Trail Fields Does the software maintain "audit trail" fields in each database table including User ID, Date and Time Created, and Date and Time Updated?	Y	N	M
8.4	Workflow Is a Business Workflow solution or module provided with the proposed software? If so, briefly describe the Business Workflow functions.	Y	N	M

9. Inquiries

There are numerous online inquiries which have been developed with the current software. Some of these inquiries should be standard with any Business License and Permit software. However, we realize many inquiries are customized for our specific needs and will not be part of the basic delivered software.

9.1 In Appendix E, List and Describe the inquiries delivered with the software.

10. Reports

There are numerous reports which have been developed with the current software. Some of these reports should be standard with any Business License and Permit software. However, we realize many reports are customized for our specific needs and will not be part of the basic delivered software.

10.1 In Appendix F, List and Describe the reports delivered with the software.

Technical Requirements

The proposed software must run on a wide area network composed of generic personal computers (PC) and a network server in a client/server mode. The network server will be operating in the Windows 2000/2003 Server environment. Client PC's attached to the network will be running the Windows 2000/XP Professional operating system. All associated hardware should be available from local vendors and require no specialized configuration or additions to run the proposed application.

The proposed software configuration should include the license costs to support one (1) centrally located network server and ten (10) concurrent or twenty (20) named users spread over multiple remote sites. If the vendor, based on their knowledge of their product, feels this is not the optimum network configuration for their proposal, they should make a recommendation reflecting what they think the optimum configuration should be. The vendor's proposal must include licensing cost consistent with their network configuration recommendation.

Workstation and network hardware, printers, operating systems, database, cabling, and communications will be purchased independent of this RFP, and will be installed and functional at the time the proposed application is delivered.

The required database management system, in order of preference, is Microsoft SQL Server or Oracle.

All the proposed software configurations should reference the current production version of the package as of the vendor response date.

Connection to database using older releases of vendor client software should be prevented. Proposed client software must provide a user-friendly message and a clean exit when this occurs.

All processes such as database jobs, batch jobs, services and interfaces must create concise, comprehensible log files. The log files should document any errors encountered as well as major points reached in the process.

All process failures or cancellations must generate automatic error notifications.

- | | | | |
|---|---|---|---|
| 1. The required database engine is SQL Server or Oracle. | Y | N | M |
| 2. The software should be a true client/server application. | Y | N | M |
| If "N", describe the relationship of client and server and enclose technical specifications for same relationship in this proposal. | | | |
| Client/server model proposed: _____ | | | |
| 3. The server software runs under Windows 2000 Server operating system. | Y | N | M |
| 4. The server software runs under Windows 2003 Server operating system | Y | N | M |
| 5. The client software runs under Windows 2000 Professional. | Y | N | M |
| 6. The client software runs under Windows XP Professional. | Y | N | M |
| 7. The software must be true 32bit software (not DOS or DOS with GUI interface). | Y | N | M |
| 8. The software must operate efficiently on a wide area network. | Y | N | M |
| 9. The software must operate using TCP/IP network protocol. | Y | N | M |

Does the proposed software application

- | | | | |
|---|---|---|---|
| 1. Run on generic, non-proprietary PC's and network servers requiring no special modification or addition? | Y | N | M |
| 2. Support non-proprietary point of sale hardware such as bar code readers and printers using industry standard protocol? | Y | N | M |
| 3. Make full use of the Windows 2000/XP graphic user interface? | Y | N | M |
| 4. Generate log files for all database jobs? | Y | N | M |
| 5. Generate log files for all batch processes? | Y | N | M |
| 6. Generate log files for all interfaces and services? | Y | N | M |
| 7. Send error notification for process cancellations or failures? | Y | N | M |
| 8. Provide automatic process restarts following failures or cancellations? | Y | N | M |

Will documentation for the proposed system include

- | | | | |
|---|---|---|---|
| 1. Detailed Instructions for end users and systems administrators? | Y | N | M |
| 2. One complete set of user documentation per licensed station? | Y | N | M |
| 3. On-line help for common user functions? | Y | N | M |
| 4. Detailed explanation of and locations of all log files? | Y | N | M |
| 5. Database table descriptions including table name, field names, indexes, and keys? | Y | N | M |
| 6. Database schematic? | Y | N | M |
| 7. Complete source code to be placed in escrow to be accessed only in event of vendor demise? | Y | N | M |

Performance Requirements

An acceptance test will be developed by the City with support from the selected vendor to determine that the delivered system performs adequately and meets City expectations established during selection. Results will be used to determine if the vendor has satisfactorily met their contractual obligations for delivery of an operational system. Following are some general guidelines for acceptance.

Does the proposed system have

- | | |
|--|-------|
| 1. Any non-interactive job or process that requires more than one (1) hour to complete? | Y N M |
| 2. Any interactive transaction or process to be performed more than ten (10) times in a regular workday that requires more than six (6) seconds to complete? | Y N M |
| 3. Any interactive transaction to be performed less than ten (10) times in a regular work day that requires more than one (1) minute to complete? | Y N M |
| 4. Any interactive process or transaction that requiring all other system users to exit before initiating? | Y N M |
| 5. Any non-interactive process or service requiring all system users to exit before initiating? | Y N M |

Questions

Please respond to the following questions

What language is the proposed software written in?

Is a report writer delivered with the proposed system?

What are your recommended PC specifications for each client station?

What are your recommended network server specifications?

What is the minimum recommended server disk storage for software and database?

Please indicate the amount of bandwidth required per workstation to run proposed software.
This will be used to determine the line speeds for the network.

Is field level security available?

Is record level security available?

Is transaction level security available?

Describe the database level security available:

What database engine does the system use?

Can a PC serve as a cash register?

What are your printer recommendations and specifications for cashier station printers?

What are your cash drawer recommendations and specifications for cashier stations?

Do you recommend using Terminal Services for throughput and performance purposes and why?

Appendix A

Proposal Cost Summary Form

The undersigned, being familiar with the requirements of the City of Chattanooga Request for Proposal for a Business License and Business Permit System RFP, proposes to furnish products and services to the City in accordance with that request.

The summary below reflects projected City costs for system acquisition and implementation. Supporting detail must be attached describing hourly rates, per form cost, projected expenses, licensing structure for each component, of both server and client software, discounts, and anything else that will lead to a clear understanding of the proposal. Maintenance costs are to be listed separately for each component to which they apply.

ITEM	COST
Software license(s)	_____
Implementation Support	_____
Training	_____
Travel Expense	_____
Other (describe in detail)	_____
Annual Maintenance and Support	_____
Conversion	_____
Software Customization	_____
TOTAL	_____

In submitting this proposal, I understand that the City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

OFFICIAL ADDRESS:

(Phone #)

FIRM NAME

(Signature of Principal)

(Title)

(Date)

Appendix B

Initial Requirements Evaluation Worksheet

FOR USE BY THE EVALUATION TEAM

Does the proposal adhere to the following requirements?

The format outlined in Section IV of the RFP	Y	N
Complete response to requirements	Y	N
Financial information about the company	Y	N
Third party information, if applicable	Y	N
The required number of references (6)	Y	N
Complete warranty information included	Y	N
Complete maintenance and support information included	Y	N
Complete cost information included	Y	N
Any other	Y	N

Appendix C

Requirements Demonstration Worksheet

FOR USE BY THE EVALUATION TEAM

Rate the following items on a scale of one to ten. Ten is the best possible score and indicate flawless excellence in the item being tested. One is the worst possible score. It represents items that do not work or are not in any way suited for the proposed use.

ITEMS

General Requirements	_____
Functional Requirements	_____
Technical Requirements	_____
Training	_____
Maintenance and Support	_____
Warranty	_____
References	_____
Security	_____
Questions	_____
Reports	_____
 TOTAL SCORE	 _____
AVERAGE SCORE	_____

The total will be divided by 10 so that an average of 10 unweighted points are possible in this area. The resulting score will be used as the Demonstrated Capabilities score on the Final Evaluation Worksheet.

Appendix D

Final Evaluation Worksheet

FOR USE BY EVALUATION TEAM

The information on this worksheet will be taken from the Demonstration and Evaluation Worksheet, the cost and maintenance check list, the proposal, and response from references and experts. Weights will be applied after all point values for all criteria have been applied.

Note: This form has been developed for the convenience of the staff members performing the evaluation. Any recommendation by the evaluation team or staff members is subject to review and concurrence or non-concurrence by the Administrator who, in turn, will make a recommendation to the City Council. The City Council will make a final decision upon whatever factors it considers pertinent.

CRITERIA	POINTS		WEIGHT		TOTAL
Demonstrated Capabilities	_____	X	_____	=	_____
Stability of Vendor	_____	X	_____	=	_____
Technical Specifications	_____	X	_____	=	_____
Focus of Software	_____	X	_____	=	_____
Delivery	_____	X	_____	=	_____
Costs	_____	X	_____	=	_____
Maintenance and Support	_____	X	_____	=	_____
Training	_____	X	_____	=	_____
Warranty	_____	X	_____	=	_____
FINAL TOTAL					_____

Appendix E

Inquiry List and Descriptions

Appendix F

Report List and Descriptions

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. In all materials and equipment contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the City's Equal Employment Opportunity/Title VI Compliance Officer. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)

REQUIREMENTS FOR INSURANCE COVERAGE

The Contractor shall not commence work under these Contract Documents until he has obtained all insurance required herein nor shall the Contractor allow any Subcontractor to commence work on his subcontract until similar insurance required of the Subcontractor has been obtained by the Subcontractor. Insurance shall be placed by the Contractor with one or more insurance carriers licensed to do business in the State of Tennessee. Each insurance policy shall be renewed ten (10) days before the expiration date of the policy.

Certificates of insurance shall be filed with the City prior to commencement of the work. These certificates shall contain a provision that coverage's afforded under the policies will not be changed or canceled unless at least fifteen (15) days' written notice has been given to the city. The Contract shall not be binding upon the city until the insurance coverage required herein has been obtained and certificates have been filed with the City.

Adequate insurance coverage shall be maintained by the Contractor at all times. Failure to maintain adequate coverage shall not relieve the Contractor of any responsibilities or obligations under these Contract Documents. In the event any insurance coverage is canceled or allowed to lapse, the Contractor will not be permitted to prosecute the work until adequate and satisfactory insurance has been obtained and certificates of insurance furnished to the City. Failure to keep insurance policies in effect will not be cause for any claims for extension of time under these Contract Documents.

All such policies shall be subject to approval by the City Attorney. Should the City Attorney at any time in his sole discretion determine that the insurance policies and certificate provided may not be sufficient to protect the interests of the City because of the insolvency of the insurance company or otherwise, the Contractor shall replace such policies with policies meeting his approval.

The Contractor shall procure and maintain at his own expense, during the Contract Time, insurance as hereinafter specified:

Workmen's Compensation Insurance that shall protect the Contractor against all claims under applicable state workmen's compensation laws shall be maintained. The Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a workmen's compensation law. This policy shall also include an endorsement providing coverage in all states in which work is performed. The Contractor shall require all the Subcontractors to provide similar Workmen's Compensation Insurance for all the Subcontractors' employees on the work unless such employees are covered by the protection afforded by the Contractor. The liability limits shall not be less than that required by statute.

General Public Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims arising from injuries including death, to members of the public or damage to property of others arising out of any act or omission of the Contractor or his agents, employees, or Subcontractors. In addition, this policy shall specifically insure the contractual liability assumed by the successful bidder to defend and indemnify the City of Chattanooga against such claims or suits.

To the extent that the work may require blasting, explosive conditions or underground operation, the comprehensive general public liability and property damage coverage shall contain no exclusion relative to blasting, explosion, collapse of buildings, or damage to underground property.

The comprehensive general public liability and property damage coverage shall also protect the Contractor against all claims resulting from damage to:

1. Private driveways, walks, shrubbery and plantings;
2. Public utility facilities; and
3. U.S. Government monuments.

The liability limits shall not be less than:

Bodily Injury	\$ 500,000 each person \$1,000,000 each occurrence
Property Damage	\$ 250,000 each occurrence \$ 500,000 aggregate

The general public liability and property damage insurance shall carry an endorsement in form satisfactory to the City to the effect that the Contractor shall save harmless the City from any claims and damage whatsoever, including patent infringement. General public liability and property damage insurance shall be kept in force at all times during the course of the work until such time as the work covered by these Contract Documents has been completed and accepted by the City.

Comprehensive Motor Vehicle Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims for injuries to members of the public and damage to property of others arising from the use of motor vehicles, and shall cover operation on or off the site of all motor vehicles licensed for highway use, whether they are owned, non-owned, or hired.

The liability limits shall not be less than:

Bodily Injury	\$ 250,000 each person \$ 500,000 each occurrence
Property Damage	\$ 100,000 each occurrence